

138 Walter Drive
Woodbridge, New Jersey 07095
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Maiya Williams

Profile:

Enthusiastic, reliable, fashion forward employee with nine years of customer service experience. Strong written and oral communication skills. Excellent multi-tasking skills and familiarity with POS systems.

Experience:

Bartender/Server – February 2017 – November 2018 TGI Fridays Bar & Grill – Woodbridge, New Jersey

- Knowledgeable of cocktails, craft beers and brewing process
- Perform various bar and food preparations
- Built long term customer relations and bar regulars
- Responsible for up sales and cash & credit audits
- Handle high volume bar guest and table tops

Server/Bartender/Hostess – January 2016 – July 2017 Ivy Stone Seafood Grill & Bar – Iselin, New Jersey

- Happily greet and present menus to customers
- Inform customers of daily specials and activities
- Handle high volume phone calls
- Serve food & alcoholic beverages to customers
- Clean bar & seating section
- Perform various food & beverage preparations
- Responsible for cash & credit audits

Server/Bartender – November 2015 – January 2016 Buffalo Wild Wings – Linden, New Jersey

- Interact with customers, take orders and serve food and drinks
- Restock and replenish bar and kitchen inventory and supplies
- Comply with food and beverage regulations

Customer Service Representative – August 2014 – November 2015 Planet Fitness – North Brunswick, New Jersey

- Responsible for cash and credit card transactions and audits
- Provide tours of the gym to potential members
- Handle high volume phone inquiries and billing questions
- Responsible for maintaining equipment
- Perform various customer service tasks and clerical duties

Assistant Manager & Visual Merchandiser – January 2014 – August 2014 Billito Fashion Boutique – North Brunswick, New Jersey

- Responsible for opening and closing the store
- Audit cash drawer and receipts
- Reconcile bank deposits
- Shipping & Receiving
- Create interior displays in store
- Process cash and credit card transactions
- Assist customers in selection of merchandise

Visual Merchandiser Lead – August 2012 to January 2014 Love Culture – Woodbridge, New Jersey

- Create floor plans and visual merchandising throughout store
- Fitting room lead

- Assist customers in selection of merchandise
- Process cash and credit card transactions

Sales Associate – November 2011 to June 2012
New York and Company – North Brunswick, New Jersey

- Assist customers in selection of merchandise
- Process cash and credit card receipts
- Assist in overnight floor planning
- Fitting room lead

Assistant Fashion Stylist Intern –September 2010 to November 2012
FEARA The Stylist – Web Based Company

- Update web blog and social media posts
- Assist dressing models for photo shoots
- Book appointments and perform various clerical duties

Education:

Berkeley College
 430 Rahway Avenue
 Woodbridge, NJ 07095
 Fashion Marketing and Management
 September 2011 – September 2014

North Brunswick Township High School
 North Brunswick, NJ 08902
 Graduated June 2011

References & Portfolio Available Upon Request

Servers Test

Multiple Choice

71%

- D 1) Food is served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - ☒ d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - ☒ d) On the right side with the right hand
- B 3) Food and drinks are removed on what side with what hand?
 - a) On the left side with the left hand
 - ☒ b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
 - ☒ a) The stem
 - b) The widest part of the glass
 - c) The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
 - a) Neatly and evenly across the tables
 - b) The creases should all be going in the same directions
 - c) The chairs should be centered and gently touching the table cloth
 - ☒ d) All of the above
- B 6) If you bring the wrong entrée to a guest what should you do?
 - ☒ a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - c) Try to convince the guests to eat what you brought them
 - d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

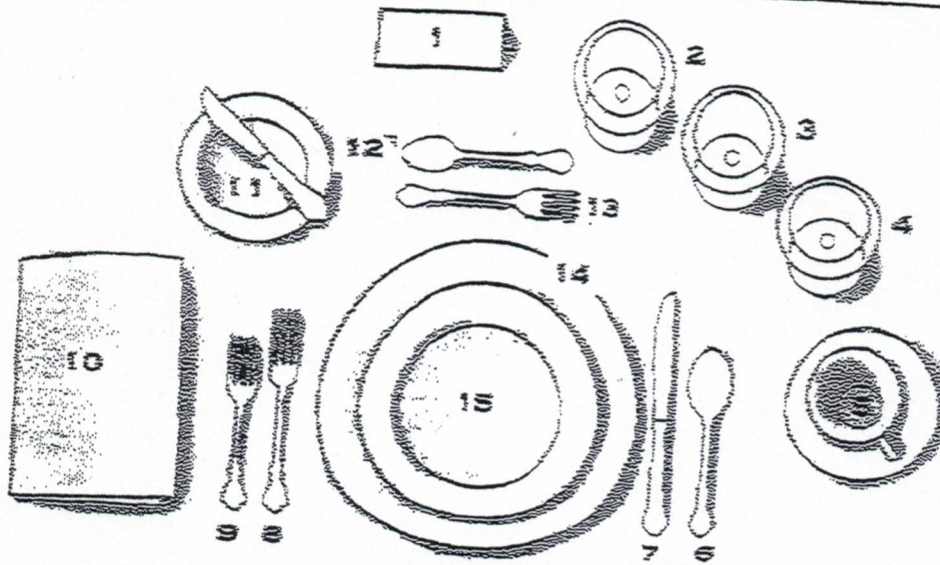
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>B</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>A</u> Queen Mary | <input checked="" type="checkbox"/> B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>C</u> Chaffin Dish | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>D</u> French Passing | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <input checked="" type="checkbox"/> F. Used to open bottles of wine |
| <u>C</u> Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Servers Test

Name Maiga Williams

Score 28/35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>2</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1/2 inch or 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Cream or Milk, honey
- Synchronized service is when: Food comes out all at once
- What is generally indicated on the name placard other than the name? Reserved
- The Protein on a plate is typically served at what hour on the clock? 8:00 pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the Chef